

	GDIT																			Overall Total
		Weekly			Monthly															
		10/16/2021	10/09/2021	10/02/2021	September	August	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	
Index	Weekly Report																			Overall Total
	# Indexes assigned (all metrics based on the workload assigned for the week)	1,798	2,115	2,594	18,471	28,363	13,962	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,154	4,940	5,393	4,126	171,598
	# Indexes Complete	1,224	1,451	1,738	12,968	20,146	9,261	2,193	1,852	1,635	2,084	7,397	19,444	18,326	12,454	6,722	4,121	4,220	3,318	129,238
	% Indexes Complete	68.1%	68.8%	67.1%	70.3%	71.2%	66.5%	65.3%	69.8%	72.5%	67.6%	74.0%	78.3%	82.4%	83.1%	82.5%	83.5%	78.4%	80.7%	75.5%
	# Indexes unreachable (Max Attempts)	574	664	856	5,503	8,217	4,701	1,178	825	635	1,014	2,684	5,462	3,931	2,559	1,432	819	1,173	808	42,360
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	31.9%	31.5%	33.0%	29.8%	29.0%	33.8%	35.1%	31.1%	28.2%	32.9%	26.8%	22.0%	17.7%	17.1%	17.6%	16.6%	21.8%	19.6%	24.7%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,797	2,110	2,591	18,437	28,301	13,921	3,357	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,145	4,935	5,380	4,113	171,172
	Average time from Index Received to Index Reached	0:03:33:42	0:04:07:43	0:06:11:54	0:16:47:10	1:11:48:43	0:15:34:53	0:16:33:46	0:18:12:31	0:23:21:52	0:23:34:28	1:01:25:21	0:20:18:00	1:03:08:20	1:07:54:59	1:11:55:50	2:09:03:15	4:08:36:39	4:06:53:47	1:12:57:01
	Average Index Handle Time	0:00:17:16	0:00:16:30	0:00:15:13	0:00:15:18	0:00:14:42	0:00:13:43	0:00:15:05	0:00:15:41	0:00:16:54	0:00:15:29	0:00:13:57	0:00:13:50	0:00:13:31	0:00:13:02	0:00:13:58	0:00:13:02	0:00:12:45	0:00:14:01	0:00:14:02
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	70.7%	72.0%	70.0%	65.4%	49.7%	69.1%	71.5%	61.1%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.1%	68.9%	58.0%	52.5%	64.2%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.0%	95.2%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.2%	
Contacts	# contacts generated	2,860	3,548	4,225	26,581	26,923	16,100	4,200	3,669	3,551	3,742	13,360	39,121	48,337	36,818	21,064	14,482	9,567	6,922	281,677
	# contacts generated per Index Complete	2.3	2.4	2.4	2.0	1.3	1.7	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.2
	# contacts complete	2,418	2,928	3,388	21,711	23,900	14,064	3,448	3,076	3,076	3,498	12,743	36,711	43,089	32,612	18,438	12,764	8,727	6,394	250,333
	% contacts complete	84.5%	82.5%	80.2%	81.7%	88.8%	87.4%	82.1%	83.8%	86.6%	93.5%	95.4%	93.8%	89.1%	88.6%	87.5%	88.1%	91.2%	92.4%	88.9%
	# contacts unreachable (Max Attempts + missing phone numbers)	442	620	837	4,870	3,023	2,036	752	593	475	244	617	2,410	5,248	4,206	2,626	1,718	840	528	31,344
	% contacts unreachable (Max Attempts + missing phone numbers)	15.5%	17.5%	19.8%	18.3%	11.2%	12.6%	17.9%	16.2%	13.4%	6.5%	4.6%	6.2%	10.9%	11.4%	12.5%	11.9%	8.8%	7.6%	11.1%
	# contact attempted (all completions + at least 1 attempt)	2,860	3,548	4,225	26,581	26,923	16,100	4,200	3,669	3,551	3,742	13,360	39,121	48,337	36,818	21,064	14,482	9,567	6,922	281,677
	Average Time from Contact Generated to Contact Reached	0:02:41:50	0:05:54:15	0:08:56:46	0:11:15:02	0:20:46:54	1:06:33:31	1:06:19:16	1:10:26:11	1:10:18:11	2:14:22:27	2:02:36:20	2:11:36:47	3:04:29:16	4:15:21:06	5:18:24:00	6:13:19:17	5:19:12:34	8:11:47:32	3:18:03:31
	Average Contact Handle Time	0:00:19:23	0:00:17:28	0:00:17:17	0:00:16:55	0:00:16:50	0:00:13:24	0:00:14:25	0:00:14:57	0:00:14:15	0:00:12:39	0:00:12:44	0:00:12:31	0:00:12:11	0:00:11:18	0:00:11:26	0:00:10:45	0:00:10:19	0:00:13:44	0:00:13:07
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	79.5%	75.6%	72.2%	71.2%	69.7%	69.4%	65.9%	69.3%	70.6%	72.1%	76.4%	76.4%	73.0%	69.4%	66.7%	63.9%	60.5%	62.6%	70.6%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.8%	99.4%	99.7%	96.9%	90.0%	99.2%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	98.2%	
Average Time from receipt of initial case name to full completion of all related contacts	0:07:20:40	0:11:29:24	0:15:42:07	1:03:01:26	2:02:13:39	1:14:52:56	1:12:07:16	1:17:45:47	1:19:31:22	2:21:01:35	2:09:17:17	2:21:27:11	3:18:41:11	5:11:16:03	6:08:50:40	7:22:40:05	6:14:25:54	9:13:49:27	4:10:14:13	